



How to clean and disinfect Ascom nurse call devices



Ascom nurse call systems, including Telligence and teleCARE IP, are built for challenging healthcare and longer term care environments. These devices are tested with different cleaning and disinfection products and below is a list of solutions that will not harm the devices while adhering to stringent cleaning protocols.

Cleaning instructions

1. Before cleaning the nurse call device, your hands should be cleaned.
2. You may use liquid disinfection solutions or cleaning wipes.
3. Before cleaning Ascom Telligence Room Modules and Ascom TelliConnect Stations, enable **Cleaning Mode*** to temporarily deactivate station buttons. This will allow the device to be cleaned without accidentally placing a call during the cleaning process. The cleaning mode clears after a configurable time (15 seconds is the default setting) and then automatically returns to the device's normal alert mode.
4. Pre-clean the device to remove dirt with a cloth moistened (not soaked) with a mild detergent and water solution prior to disinfecting.
5. Avoid cleaning and disinfection solutions containing skin moisturizing or corrosive components.

NOTE: Even though the device is resistant to the solutions below, it may absorb substances from skin, cosmetics or food during use. These substances can have a surface-softening effect on the device that will make it more sensitive to abrasion.

* Enabling Cleaning Mode

- For Telligence Room Modules press and hold the *Cancel button* for four seconds.
- For the TelliConnect Stations, press *Settings* and then tap *Clean Screen*.

Cleaning touch screen displays

Before cleaning a touch screen, deactivate it by placing it in the Cleaning Mode. Use a lint-free eyeglass cleaning cloth or microfiber cloth. Regular cloth fibers can make microscopic scratches on the touch screen and can damage the display over time.

- Do not use paper towels, tissues or camera lens paper as these are too abrasive for the touch screen.
- Do not spray the touch screen with any liquid. The electronics may be damaged if drops of moisture seep into the housing.

Remember to...

...fit your **Telligence SafeConnect** port cover when the port is not in use, to minimize dust collection and contamination.

Cleaning frequency

Clean the device when you see necessary. The final result will depend on every user's own procedures, for which Ascom does not take responsibility.

Cleaning with liquid disinfection solution

Apply the liquid disinfection solution carefully, using a slightly moistened lint-free eyeglass cleaning cloth or a soft microfiber cloth.

The following liquid disinfection solutions can be used:

LIQUID DISINFECTION SOLUTION	Ascom teleCARE modules	Ascom Telligence modules	Ascom Telligence TelliConnect Station	All Ascom bedside handsets including cables
Cidex	X	X	X	X
Medtrol Gluco-Chlor Bleach	X	X	X	X
Staphine	X	X	X	X
Bleach/water solution 10%	X	X	X	X
Virkon S*	X	X		X

*Virkon S is not approved for Ascom Telligence touch screens.

Cleaning with wipes

Apply the disinfection solution carefully, using the presoaked wipes inside the cleaning canister. Extensive rubbing during cleaning/disinfection might cause surface damage to the device.

The following cleaning wipes can be used:

CLEANING WIPE	Ascom teleCARE modules	Ascom Telligence modules	Ascom Telligence TelliConnect Station	All Ascom bedside handsets including cables
PDI Sani-Cloth Plus (Red)	X	X	X	X
PDI Sani-Cloth Bleach (Orange)	X	X	X	X
PDI Sani-Cloth HB (Green/blueish)	X	X	X	X
PDI Sani-Cloth AF3 (Gray)	X	X	X	X
PDI Sani-Cloth AF (White)	X	X	X	X
Clorox Disinfecting Wipes (bleach free)	X	X	X	X
Clorox Germicidal Wipes	X	X	X	X
CaviWipes and CaviWipes XL	X	X	X	X
Dispatch Disinfectant Wipes	X	X	X	X
ECOLAB Asepti-Wipe II	X	X	X	X

Warning: Do not submerge or use water spray to clean equipment.

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The final result will depend on every user's own procedures, for which Ascom cannot take responsibility. Even though the device is resistant against the solutions listed on page 2 and 3, it may absorb substances from e.g. cosmetics or food during use. These substances can have a surface-softening effect on the device that will make it more sensitive to abrasion. All Ascom solutions may not be available in specific countries.